

# Locating Preferred Repair Facility

Issue: Locating Preferred Repair Facility

1. From your desktop, find and double-click the Google Chrome icon on your desktop.
2. You will arrive on the AAS HUB home page.
3. Use the scroll bar and scroll to Helpful links.
4. Click on AAS Repair Facility Look Up.
5. Enter the zip code of the area you want to search, and change the mile radius, then click Find a Facility.
6. Read the disclaim message listed on the website to the Contract Holder and provide list of Repair Facilities to the Contract Holder verbally or at your discretion by email and advise they can locate the website as well.

Source: Locating Preferred RF in Our Network CS

## SOP: Locating a Preferred Repair Facility in our Network

### Purpose

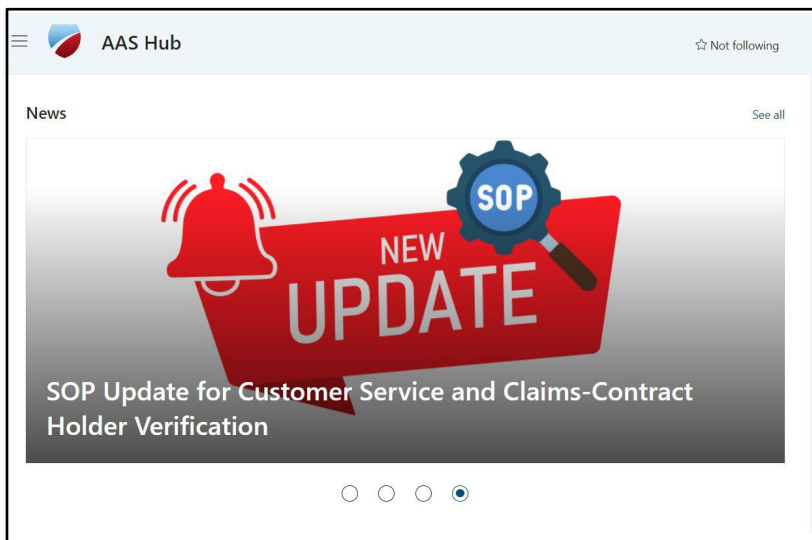
This SOP is intended to outline how to find Preferred Repair Facilities in our Network.

### Teams Impacted

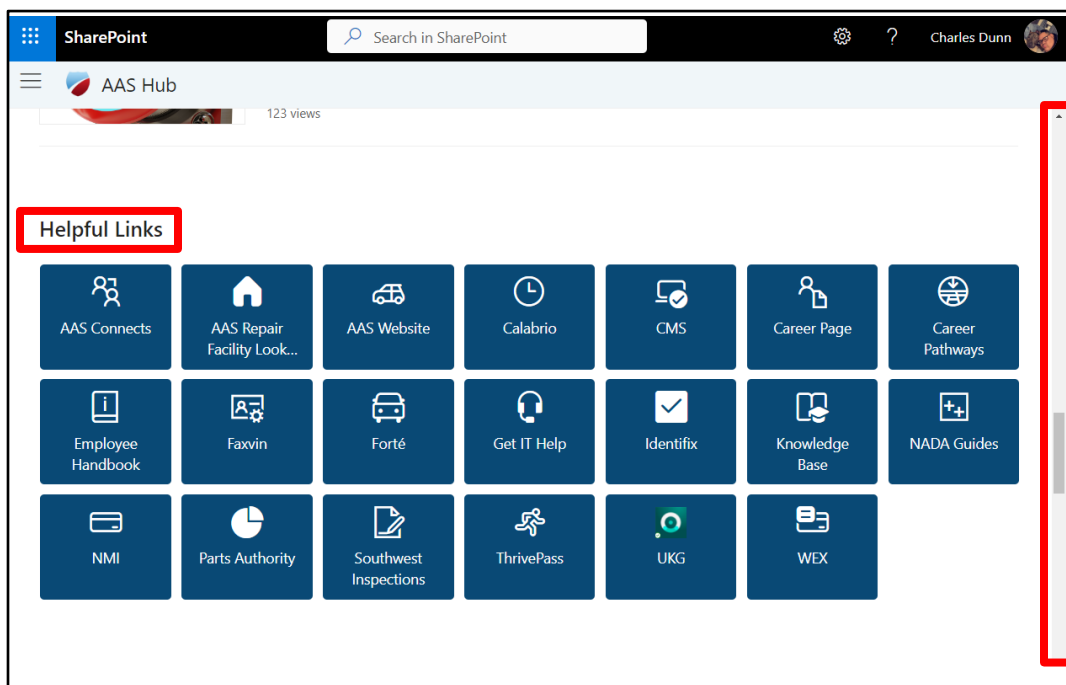
- Customer Service

### Procedure

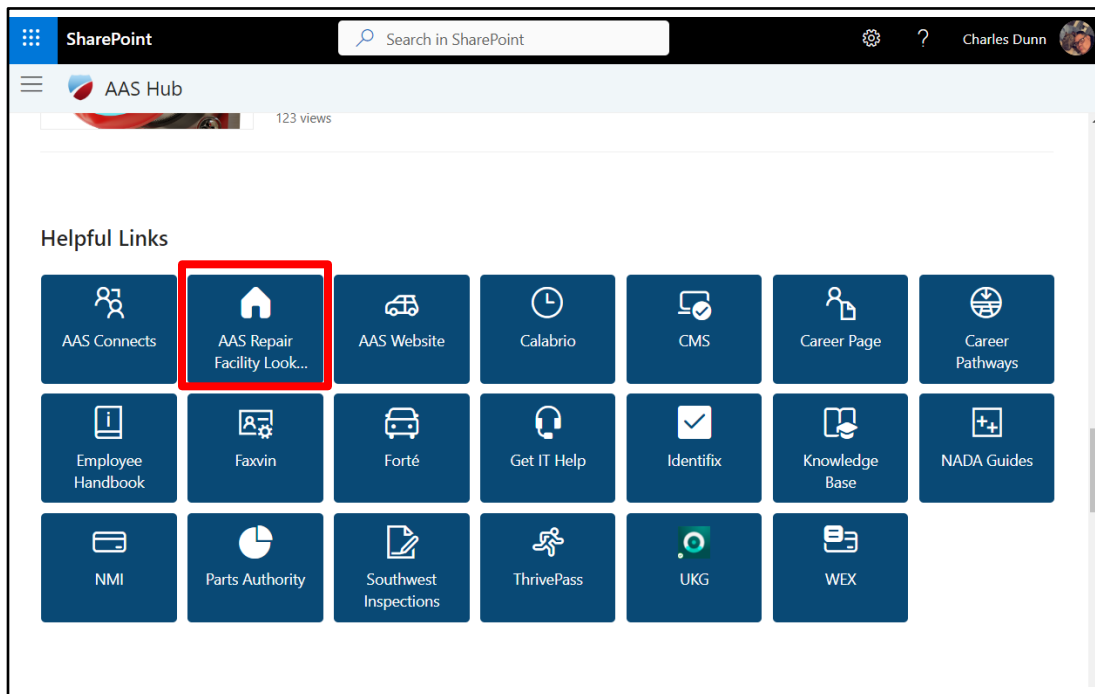
1. From your desktop, find and double-click the Google Chrome icon on your desktop.
2. You will land on the AAS Hub.



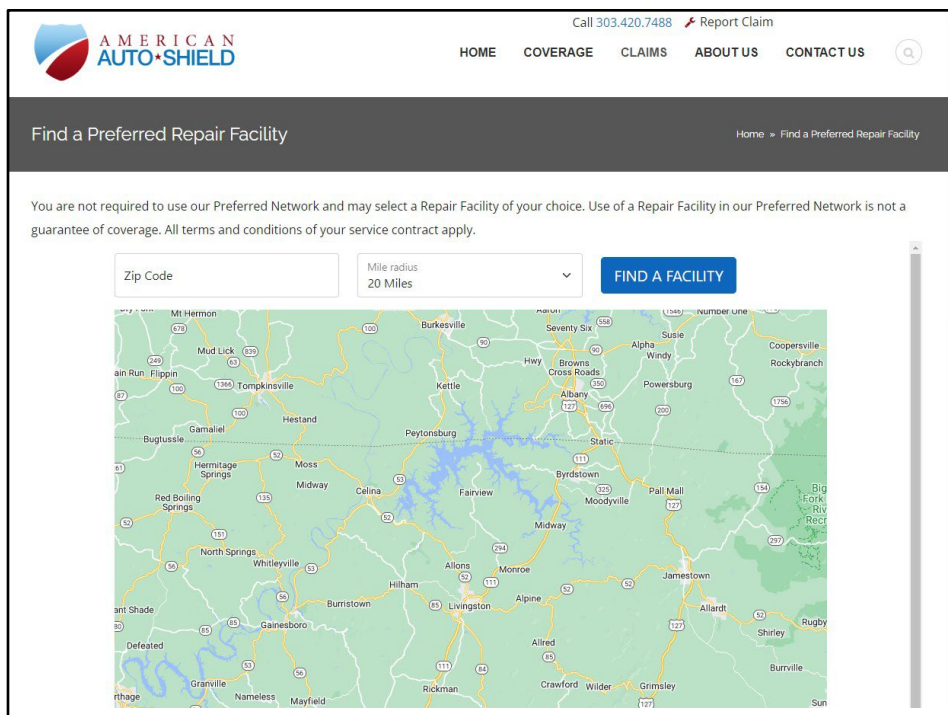
- a. Use the scroll bar and scroll to **Helpful links**.



b. Click on **AAS Repair Facility Look Up.**

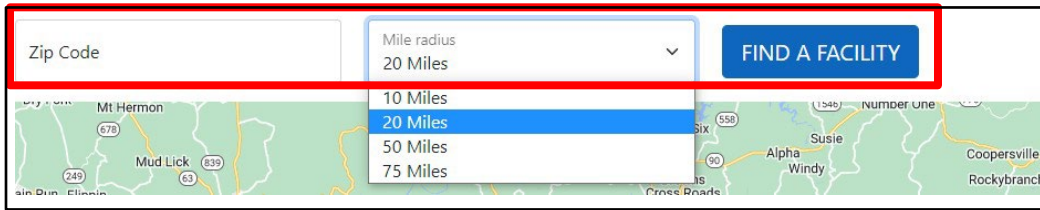


3. You will land on our company website.

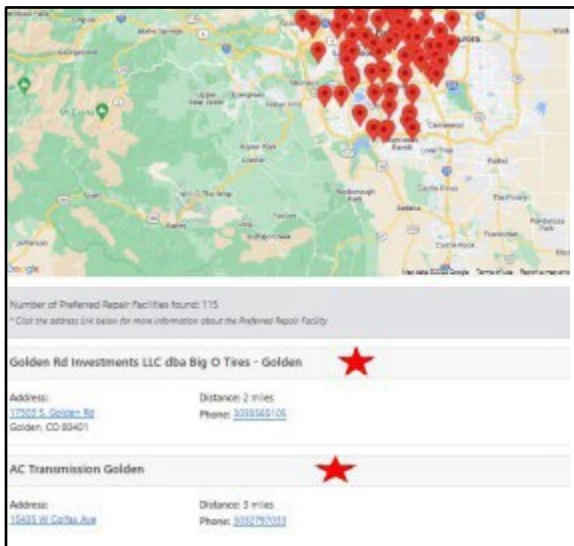


4. Enter the zip code of the area you want to search, change the mile radius to what the contract holder prefers, and then click **Find a Facility**.

## SOP: Locating a Preferred Repair Facility in our Network



- a. Repair Facilities listed in our Network will display.



**Important! Make sure to read the disclaimer message listed on the website to the Contract Holder**

Find a Preferred Repair Facility
Home » Find a Preferred Repair Facility

You are not required to use our Preferred Network and may select a Repair Facility of your choice. Use of a Repair Facility in our Preferred Network is not a guarantee of coverage. All terms and conditions of your service contract apply.

- b. Provide the list of Repair Facilities to the Contract Holder verbally or at your discretion by email and advise they can locate this list on our website as well.

5. Complete all necessary notes in CMS. Refer to [SOP: Inputting Notes into CMS](#).



## SOP: Locating a Preferred Repair Facility in our Network

### Approval & Revision

Date Created 09/30/2022	Created By Rachel Carr		Date Approved 10/27/2022	Approved By Felicia Mainiero / Brian Coleman	
Date Revised 04/05/2023	Revised by Charles Dunn	Revision Description Changed how to get to RF list from AAS Hub instead of using URL to our website		Date Approved 04/06/2023	Approved By Leonard Washington
Date Revised 08/03/2023	Revised by Melissa Bryant	Revision Description Added Fast Track Article		Date Approved 08/03/2023	Approved By Amanda Wiseman
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]		Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]		Date Approved [Date]	Approved By [Approver's Name]